



Invoicing Policy

Who is this policy for:

This policy covers all invoices that are issued by AIM Qualifications and Assessment Group to customers for all the products and services we provide.

| | |
|-----------------------------|-----------------|
| Owner | Head of Finance |
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Section 1 – Scope

1.1 Introduction

This policy covers all invoices that are issued by AIM Qualifications and Assessment Group to customers for all the products and services we provide.

1.2 Scope

This Invoice Policy with related procedures applies to AIM Qualifications and Assessment Group approved provision.

This policy is intended for:

- This policy covers all invoices that are issued by AIM Qualifications and Assessment Group to customers for all the products and services we provide.

The purpose of this policy is to:

- To set out the processes for the issue, payment, and retention of invoices.

1.2 About us

AIM Qualifications and Assessment Group is a leading **Awarding Organisation** and one of the UK's largest **Access Validating Agencies (AVA)**. We work in partnership with colleges, independent training providers, universities, employers, and voluntary organisations to develop accredited and regulated vocational qualifications. Our qualifications cover a range of academic levels from Entry Level to Level 6 across a wide range of subject areas. As an AVA we are licensed by the **Quality Assurance Agency (QAA)** to develop and award nationally recognised Access to Higher Education Diplomas. AIM Qualifications and Assessment Group is also an independent, government recognised, End-Point Assessment Organisation (EPAO) responsible for an apprentice's final assessment to ensure they can do the job for which they've trained.

Section 2 – Invoicing approach

2.1 AIM Qualifications and Assessment Group will invoice customers, on a regular predetermined basis, usually next day of the transaction taking place unless alternative arrangements have been agreed in writing and approved by Finance.

2.2 The invoice will be sent to the recorded finance contact unless you inform us otherwise. If you would like to change the contact details of the recipient, please contact us by email at finance@aimgroup.org.uk.

Each invoice will contain details:

- Of the product(s) and/or service(s) provided
- Of the associated fees and charges
- Of the payment method(s) available*
- Of our payment terms
- Purchase order number if supplied

*If necessary, our bank details can be confirmed with our finance team.

2.3 Upon receipt of the invoice, payment must be received by us within 30 days of the invoice date. During this period, you may receive regular statements which will continue to inform you of all outstanding amounts.

2.4 On receipt of payment we will update our records to recognise the payment(s) received and ensure all financial correspondence is appropriately stored. To comply with the administrative and legislative requirements a retention period of 6 years – review or destroy: includes types of records that generally need to be retained by law or for audit or compliance purposes but aren't considered to be of historical value.

2.5 Failure to pay all invoices by the due date may result in the account being placed on hold in line with other policies such as the [sanctions policy](#), until the issues are resolved, or payment is received in full. This could also result in quality and compliance intervention.

2.6 Payments of invoices cannot be withheld unless the customer raises a dispute in writing to AIM within 30 days of the date of the invoice, giving full details of the dispute.

2.7 In serious cases of non-payment for products and/or services, the outstanding debt will be referred to a debt recovery agency, approval to deliver products and/or services will be completely withdrawn, and sanctions applied where necessary in line with the [sanctions policy](#). This could also result in quality and compliance intervention.

2.8 If a customer is having difficulty paying, they should contact Finance as soon as possible to implement a payment plan agreement and avoid further compliance and/or debt recovery action.

2.9 If it becomes necessary for us to use the services of a third-party debt recovery agency; we will add the costs associated with the debt to the outstanding amounts.

2.10 Naturally, if you have any queries about any aspect of the invoice or would like to discuss the payment arrangements; please contact our finance team via email finance@aimgroup.org.uk.

Section 3 – Records

3.1 All financial records will be stored in accordance with legal requirements. Your organisation or other relevant parties (e.g., the regulator Ofqual, Qualifications Wales and QAA) can request an auditable trail of transactions. If appropriate records are not maintained by your organisation to support these requests, sanctions will be applied when necessary.

3.2 In accordance with GCoR F3, organisations can request a detailed breakdown of fees which will be reviewed and actioned by the finance team; for further information please email finance@aimgroup.org.uk.

Section 4 – Review arrangements

4.1 We will review this policy and its procedures regularly as part of the self-evaluation arrangements, and revise it as and when necessary in response to customer or regulatory recommendations and any trends that may emerge in the types of queries we may receive.

Section 5 – Regulatory References

Conditions, Principles and licencing criteria

This policy is intended to meet our regulatory requirements. In particular:

| Section | Condition/Licensing criteria |
|--|------------------------------|
| Invoicing purchasers | GCoR F3.1 |
| The written invoicing policy | GCoR F3.2/F3.3 |
| Operations | LC13 |
| Operations | LC14 |
| The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications | Principle 5 |

Section 6 – Appendix

Appendix 1 – Useful contacts

The following provides contact details for AIM Qualifications and Assessment Group and its regulators.

AIM Qualifications and Assessment Group Contact details

If you have any queries about the contents of the policy, please contact us.

Telephone: [0844 2253377](tel:08442253377)

Email: enquiries@aimgroup.org.uk

Regulators' contact details

CCEA

Telephone: [02890 261 200](tel:02890261200)

Email: info@ccea.org.uk

Ofqual

Telephone: [0300 303 3344](tel:03003033344)

Email: public.enquiries@ofqual.gov.uk

Qualifications Wales

Telephone: [0333 077 2701](tel:03330772701)

Email: enquiries@qualificationswales.org

The Quality Assurance Agency for Higher Education (QAA)

Telephone: [01452 557 000](tel:01452557000)

Email: enquiries@qaa.ac.uk

SQA Accreditation

Telephone: [0345 279 1000](tel:03452791000)

Email: accreditation@sqa.org.uk

Disclaimer: Please note that any downloaded version of our policies may not be the most current iteration. For the latest updates and accurate information, kindly refer to the version available on our official website.